For More Information

For additional information about the Cisco IP Interoperability and Collaboration System (Cisco IPICS), release 2.1(1), refer to the *Cisco IPICS Server Administration Guide, Release 2.1(1)*.

Refer to the following URL for the complete Cisco IPICS documentation suite:

http://www.cisco.com/en/US/products/ps7026/tsd_products_support_series_home.html

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Using Cisco IPICS on Your IP Phone

Prerequisites

The following prerequisites must be met before you can access the Cisco IPICS service from a Cisco Unified IP Phone:

- The Cisco IPICS service must be configured as a phone service for Cisco Unified CallManager or for Cisco Unified CallManager Express.
- User login credentials must be configured in your user profile in the Cisco IPICS server.
- Cisco Unified CallManager users must subscribe to the Cisco IPICS service by using the Cisco Unified CallManager User Options web site.

Identifying the Buttons and Softkeys on the IP Phone

When the Cisco IPICS service is enabled on your IP phone, you can communicate with other Cisco IPICS users to participate in assigned channels and VTGs by using the buttons and softkeys on your IP phone.

Note: The softkeys that display in the IP phone touchscreen change based on the menu that you access. For example, the Select softkey displays in one menu and the Submit softkey displays in another menu.

Figure 1 shows an illustration of the Cisco IPICS service and associated buttons and softkeys that you use on your IP phone.

Figure 1   IP Phone with Cisco IPICS

IP Phone Buttons and Softkeys

Number	Button/Softkey	Description
1	Services button	Press to access the Services menu
2	Select softkey	Press to select an entry and continue
3	Submit softkey	Press to enter your digit ID and PIN
4	Update softkey	Press to receive your channels and VTGs
5	Navigation button	Press to scroll through list of channels/VTGs
6	PTT softkey	Press and hold to talk on a channel or VTG
7	Latch softkey	Press to latch a channel or VTG
8	Stop softkey	Press to disengage latch mode
9	Logout softkey	Press to log out of Cisco IPICS
10	More softkey	Press to see more options (on some phone models)

Accessing and Using Cisco IPICS

Follow these steps to access and use Cisco IPICS from your IP phone:

1. Press the **Services** button to access the Services menu. (Services menu access varies on some phone models.)

2. Choose the **Cisco IPICS** service; then, press the **Select** softkey.

3. Enter your digit ID and digit password (PIN); then, press the **Submit** softkey.

4. Press the **Update** softkey to receive your current list of channels and VTGs.

5. To participate in a channel/VTG, use the Navigation button to scroll to the specific channel/VTG; then, press the **Select** softkey.

6. To talk on the channel/VTG, press and hold the **PTT** softkey.

7. To latch the channel/VTG, press the **Latch** softkey.

8. To disengage the latch, press the **Stop** softkey.

   Note: On some phone models, you must press the **More** softkey to see Latch.

9. When you are done talking, release the **PTT** softkey to return to listen mode.

10. To log out of the Cisco IPICS service, press the **Logout** softkey.

    Note: On some phone models, you must press the **More** softkey to see Logout.

Tips and Guidelines for Using Cisco IPICS

The following tips and guidelines are provided to help you most effectively use your IP phone with Cisco IPICS:

- To access Cisco IPICS help, press the **Help** softkey.
- Your assigned channels and VTGs display in alphabetized order from the server.
- Cisco IPICS does not automatically download channels/VTGs to the phone. To view an updated list, press the **Update** softkey.
- If the Cisco IPICS service has been configured to bypass your login credentials, and if only one channel or VTG is assigned, Cisco IPICS automatically activates that channel/VTG for your use.
- You can log in to Cisco IPICS on two or more phones simultaneously and send and receive audio on all of the phones.

- If your phone loses connectivity to the server while you are logged in to the Cisco IPICS service, you can continue to use the PTT functionality for the channel/VTG that is currently selected. However, the phone cannot connect to other channels/VTGs until server connectivity is re-established.
- By default, your phone automatically logs out of the Cisco IPICS service after 30 minutes of inactivity.
- When the Cisco Unified Wireless IP Phone 7921 connects to an active Cisco IPICS channel/VTG, the phone remains in an active receive state, which limits the life of the battery. To ensure sufficient power supply, maintain a backup battery for your phone.
- You can customize the softkeys on the Cisco Unified Wireless IP Phone 7920/7921 to enable direct access to the Services menu.
- On the Cisco Unified Wireless IP Phone 7921, you can use either the PTT button or the PTT softkey to participate in a channel or VTG.

Note: Refer to the *Cisco IPICS Server Administration Guide, Release 2.1(1)* for detailed information about using the Cisco Unified IP Phone with Cisco IPICS.